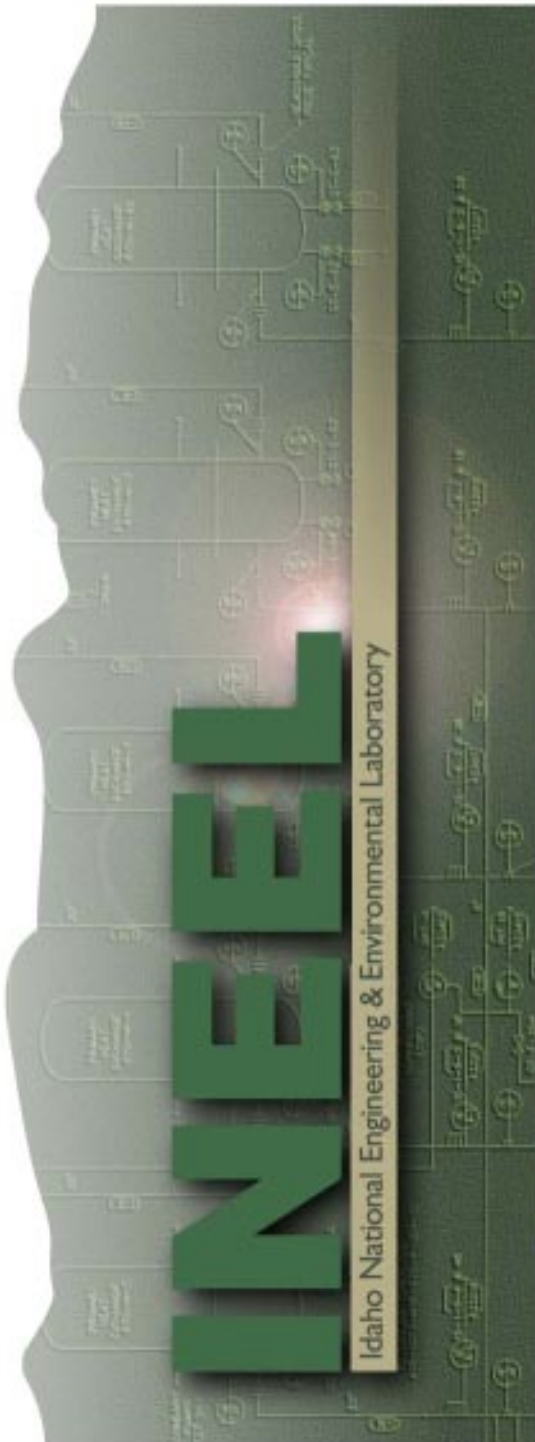


INEEL Integrated Safety Management “Feedback & Improvement”

***G. M. Grant
Manager Performance Assurance
Systems***

December 2000

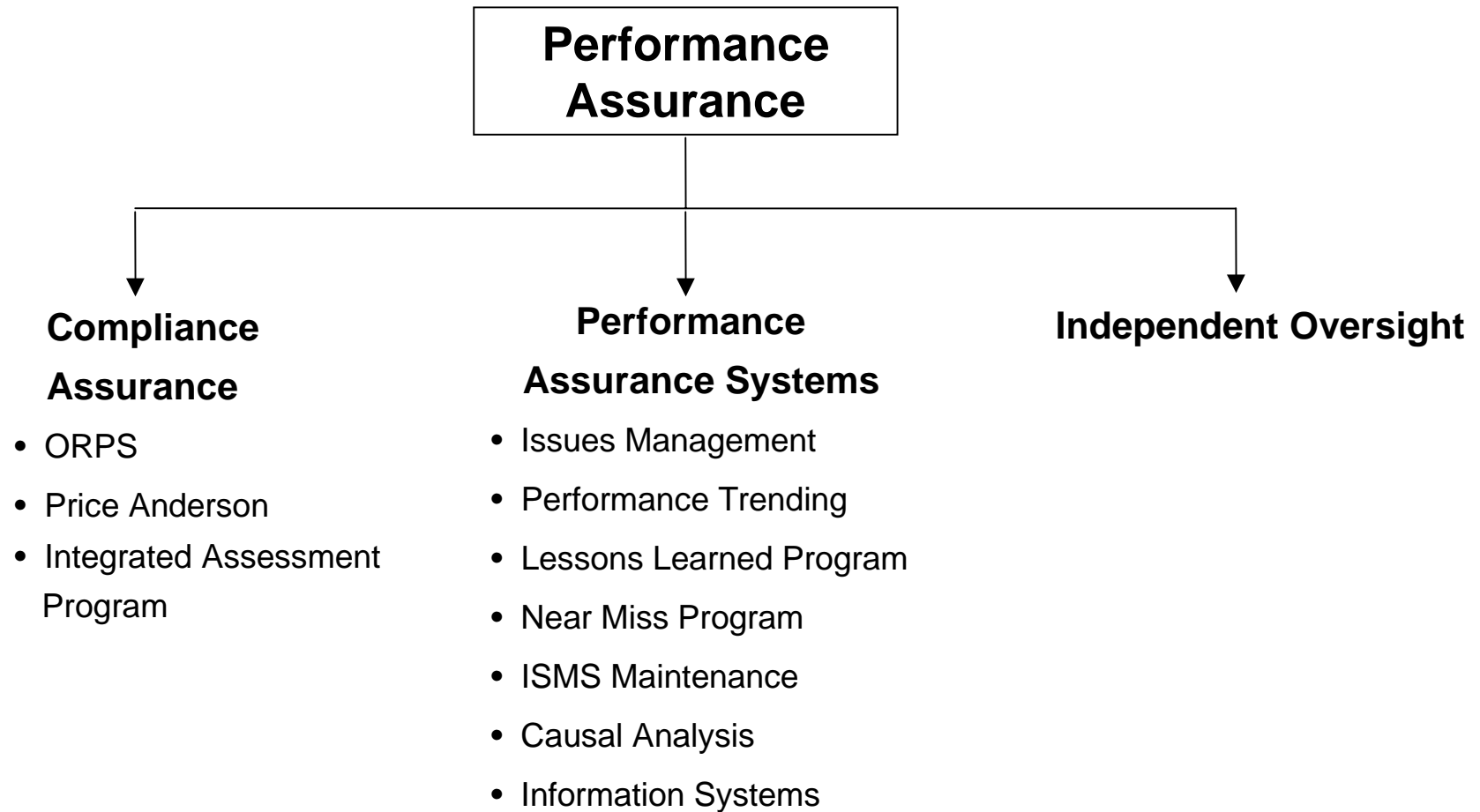


Feedback & Improvement

- ***Program Overview***
- ***Improvement Approach***
- ***Integrated Assessment Program***
- ***Issues Management***
- ***Near Miss Program***
- ***Lessons Learned Program***

Improvement Approach

- ***Focus on Current Programs***
- ***Improvement Plans and Schedules***
- ***Senior Management Involvement and Oversight***
- ***Performance Assurance Organization***
- ***Compliance Working Group***



Compliance Assurance Working Group

Composed of Personnel from Operations, ESH&QA, Business Management, and R&D.

Purpose

- To develop a comprehensive, laboratory wide integrated compliance assurance program which includes assessments, issues management, corrective action, performance measurement, and oversight.

Integrated Assessment Program

Challenges

- ***Terminology was not commonly understood or used***
- ***Assessment processes at the site areas were not mature***
- ***Assessments were seen as obstacles to work***
- ***Independent assessments were not effective at identifying significant issues***
- ***Assessment activities were not integrated***
- ***Assessment results did not consistently differentiate high risk issues from lower risk issues***
- ***Assessment process was not linked to the issues management process***

Integrated Assessment Program

Improvements

- ***Developed a program description document***
- ***Developed a management control procedure***
- ***Modified existing assessment related processes and documentation***
- ***Determined elective & required assessments***
- ***Developed standardized tools***
- ***Established the Facility Evaluation Board***
- ***Developed an integrated assessment process web page***
- ***Developed a database to manage the schedule***
- ***Conducted training***

Issues Management Program

Challenges

- ***Adequacy of causal analysis and corrective action plans***
- ***Timeliness of the process***
- ***Documentation of the process***
- ***Multiple procedures with conflicting terminology and requirements***
- ***Trending and analysis was not well defined and understood***
- ***Information/tracking system was seen as cumbersome and difficult to use***

Issues Management Program

Improvements

- ***Developed causal analysis standard and associated training***
- ***Modified existing documentation, integrated the corrective action process into one procedure***
- ***Upgraded/simplified the information/tracking system***
- ***Developed improvement metrics and reporting tools***
- ***Provided training on the new process***
- ***Senior management established expectation and is holding personnel accountable to the expectations***

Near Miss Program

Purpose

To improve worker/facility safety by identifying precursors through the reporting of near miss incidents and fixing or eliminating their causes before they lead to a more significant incident.

- Accident investigations rarely find “new” causes for events***
- What they do find are old causes that, until the accident, had not been identified***

Near Miss Program

Goals

- ***Capture and analyze near miss incidents for the purpose of identifying precursors (unsafe conditions or acts)***
- ***Eliminate the identified precursors, which will decrease the number of:***
 - ***ORPS Events***
 - ***OSHA Recordable Cases***
- ***Encourage proactive employee involvement in preventing incidents***

Lessons Learned Program

Challenges

- ***Not well understood***
- ***Viewed as an alert system***
- ***Focused on external events/incidents***
- ***Lacked analysis of recommendations***

Lessons Learned Program

Improvements

- ***Multi-Focus Program***
 - ***Alert***
 - ***Work planners***
 - ***Integrated assessment program***
 - ***Corrective action System***
- ***Company and Site Area Subject Matter Experts***
- ***Company and Site Area Lessons Learn Coordinators***
- ***Lessons Learned Management System***
- ***Employee involvement***
- ***Updated-enhance employee training***

Problem Identification Process

